

# Westlands Patient Group Meeting Minutes

<b>Date of Meeting</b>	20/07/19
<b>Start Time</b>	1000 hours
<b>End Time</b>	1200 hours
<b>Venue</b>	Westlands Medical Centre Meeting Room
<b>Attendees</b>	Sue Martin (Chair, SM), Diane Moore (Westlands Operations Manager, DM), Geraldine Smith (Minutes Secretary, GIS), Jackie Dalby (Finance Director, JD), Elizabeth Howkins, Bob Bloomfield, Gail Stewart-Bye, Diane Smith
<b>Apologies</b>	Ann Waudby, Rob Hickman, Dr Emma Nash, Amanda Craig.

Item for discussion		Notes/Action agreed
<b>Welcome, apologies and introductions</b>	SM/DM	Sue welcomed everyone and introductions were made.
<b>Matters arising from previous minutes</b>	SM	A temporary replacement chair (for blood test patients) is in situ. Awaiting outcome of request for funds to purchase a new reclining chair.
<b>Practice news</b>	DM/JD	<p>Angela, new team leader, is settling in well.</p> <p>Dr Pandya will return from maternity/annual leave at the end of September.</p> <p>Sister Caryl Goldstone applied to become a member of The Queen's Nursing Institute and has been accepted.</p> <p>Jackie explained the function / benefits of the daily "huddle" meeting with the partners.</p> <p>Westlands has joined with the Portchester Practice, Gudge Heath Lane Practice and Centre Practice, Fareham, to be part of a Primary Care Network.</p> <p>An incentive scheme has been introduced for staff at Westlands and is known as the 'Westlands 100 Challenge'. This reflects the view that many small changes can have a big impact.</p> <p>Dr Bennett has set up a 'virtual home visiting ' service with Sister Goldstone.</p> <p>Flexible appointments of 5, 10 and 15 minutes have been introduced.</p>
<b>CQC Review</b>	JD	Jackie presented the slide presentation given to the two CQC inspectors. Two domains only were under review this time, namely whether the services provided are effective and well led. All categories were rated as "good". Summary of slide presentation to follow.
<b>EMIS</b>	DM	Diane reiterated the rationale for the change from SystemOne to EMIS. Re-registration for access to Westlands on-line

		<p>services will commence in August. Initially, those patients attending phlebotomy clinics will be invited to re-register. This is due to the practicalities of checking identities and maintaining confidentiality. Patients attending other clinics will also be invited to re-register. It was also agreed that members of the Patient Group, who wish to re-register, will be able to do so early on, thereby helping to identify any gremlins that may occur.</p> <p>Diane explored the background to the events which led to a very difficult period during the transfer to EMIS. The two project managers, who led the process, were deemed responsible for the series of errors that contributed to the failures at this time. Westlands will be taking this up with the Clinical Commissioning Group, which was responsible for supplying the project leaders.</p>
<b>AOB</b>	SM /DM	We were unable to complete the agenda in the time allowed, therefore the next meeting has been brought forward to September and will cover the outstanding agenda items as well as Patient Group recruitment, Patient Group involvement with the web site and an update of the waiting room initiative.
<b>Date &amp; time of next meeting</b>		Wednesday, September 4 <sup>th</sup> at 530 pm.